

Customer Service Feedback Form

Please read each question and place a cross (X) in the column which best matches your view. If the question is not applicable to you mark N/A.

Please try to answer each question. If you do not know the answer, mark Neither Agree or Disagree.



Strongly disagree

Neither agree or disagree

Strongly agree

	N/A	1	2	3	4	5	6	7	8	9	10
Maccaferri speed of response is good											
Maccaferri staff understand their products and solutions											
I value Maccaferri's technical design service											
Maccaferri products are always in stock											
Maccaferri products are delivered on time											
Maccaferri delivery consignments are accurate											
Maccaferri offer good value for money											
Maccaferri literature is clear & concise											
Maccaferri website is a valuable source of information.											

Maccaferri products & services exceed my expectations											
I will definitely recommend using Maccaferri											
I will definitely continue to use Maccaferri											

Would you like Maccaferri to contact you to discuss any concerns or issues you may have?

Yes No

In what ways could Maccaferri provide a better service?

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.....
.....

Which best describes your relationship with Maccaferri?

Contractor Consultant Other (Please state)

Please enter your details or attach a business card

Name.....Position.....

Company.....

Address.....

.....

.....Postcode.....

Tel No..... Fax No.....

Email.....

How do you use Maccaferri products? (Please tick all the boxes that apply)

Retaining Structures Erosion Protection Soil Reinforcement
 Pavements Basal Platforms

Thank you for taking the time to complete this questionnaire. If you have a particular issue you would like to raise please contact our Customer Services Manager on Tel: 01865 770555. Fax: 01865 774550. Email: oxford@maccaferri.co.uk

www.maccaferri.co.uk